



Tennessee Highway Patrol
Tennessee Advanced Communications Network (TACN)
Public Safety Communications Group
Administrative Services Assistant 5
Davidson County

The Department of Safety and Homeland Security is currently seeking a qualified individual to serve as a Dispatch Coordinator with the Public Safety Communications group with the Tennessee Advanced Communications Network (TACN), a division of the Tennessee Highway Patrol. This statewide division is comprised of four (4) regional dispatch centers located in Jackson, Nashville, Knoxville and Chattanooga, Tennessee. The salary is determined on experience. Information regarding benefits can be found at www.tn.gov/hr/employees1/benefits.html. Qualified candidates should submit a resume and cover letter (including salary expectations) to Arnold.Hooper@tn.gov.

Examples of Duties and Responsibilities:

- Facilitate the implementation of policies, procedures and new technology.
- Participate in the coordination and development of training programs to encourage career development, strengthen employee retention strategies to reduce turnover while enhancing job satisfaction and performance.
- Develop and implement quality assurance systems to measure proficiency.
- Expand outreach and networking activities to establish professional working relationships within the statewide public safety communications community.
- Manage performance improvement and create progressive improvement plans for underachieving employees.
- Productively establish operational contact and communication with organizational leaders.

Requirements

- Minimum ten (10) years progressive service including five (5) years supervisory service in a public safety public safety communications center.
- Certified Emergency Number Professional (ENP) and/or Center Manager Certification Program (CMCP) certification preferred.